

City of Saint Paul
Human Resources Consultants Job Family Competency Matrix – March 7, 2006

(Each competency builds upon the other as the class series progresses.)

Effective Date: March 23, 2006

Classification Titles	Human Resources Consultant I	Human Resources Consultant II	Human Resources Consultant III	Human Resources Consultant IV
	<p>Occupation Code: 289B B.U. 06, Grade 007: Salary Info</p> <p>Occupation Code: 291B B.U. 17, Grade 007: Salary Info</p> <p>Occupation Code: 290C B.U. 83, Grade 08R: Salary Info</p>	<p>Occupation Code: 292B B.U. 06, Grade 011: Salary Info</p> <p>Occupation Code: 294B B.U. 17, Grade 011: Salary Info</p> <p>Occupation Code: 293C B.U. 83, Grade 11R: Salary Info</p>	<p>Occupation Code: 295B B.U. 06, Grade 015: Salary Info</p> <p>Occupation Code: 296C B.U. 83, Grade 15: Salary Info</p>	<p>Occupation Code: 298B Employee Group 17, Grade 020: Salary Info</p>
GENERAL DUTY STATEMENT	Performs entry-level professional human resources work as a generalist or specialist in such areas as employment, classification and compensation, recruitment, labor relations, affirmative action, training and development, organizational development, employee benefits, workers compensation, risk management, or human resources administration. Performs related duties as required.	Performs intermediate-level professional human resources work as a generalist or specialist in such areas as employment, classification and compensation, recruitment, labor relations, affirmative action, training and development, organizational development, employee benefits, workers compensation, risk management, or human resources administration. Performs related duties as required.	Performs full-performance level professional level human resources work as a generalist or specialist in such areas as employment, classification and compensation, recruitment, labor relations, affirmative action, training and development, organizational development, employee benefits, workers compensation, risk management, or human resources administration. Performs related duties as required.	Performs expert level human resources work, and/or supervises one or more major human resources program within the City's Office of Human Resources. Performs related duties as required.
SUPERVISION RECEIVED	Works under the close supervision of a human resources manager, may receive technical supervision from a higher-level Human Resources Consultant	Works under the general and technical supervision of a higher-level Human Resources Consultant or Human Resources Manager	Works under the general and technical supervision of a Human Resources Manager.	Works under the direction of the Human Resources Director or a Human Resources Manager.
SUPERVISION EXERCISED	No supervision exercised.	May provide technical guidance to entry-level Human Resources Consultants, support staff, and/or interns.	Provides technical guidance to lower-level Human Resources Consultants, support staff, and/or interns.	Exercises, within the unit, general supervision over professional and para-professional employees.

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TECHNICAL EXPERTISE:	Demonstrates a familiarity with the basic theories and principles of human resources administration including employment, classification and compensation, recruitment, labor relations, affirmative action, training and development, organizational development, employee benefits, workers compensation, risk management, or human resources administration; and demonstrates an ability to resolve routine problems associated with professional human resources work.	Demonstrates a familiarity with the basic theories and principles of human resources administration including employment, classification and compensation, recruitment, labor relations, affirmative action, training and development, organizational development, employee benefits, workers compensation, risk management, or human resources administration; and demonstrates an ability to resolve routine problems associated with professional human resources work.	Demonstrates an understanding of the full range of theories, principles of human resources administration including employment, classification and compensation, recruitment, labor relations, affirmative action, training and development, organizational development, employee benefits, workers compensation, risk management, or human resources administration; and demonstrates an ability to resolve the full range of problems associated with professional human resources work.	Demonstrates an understanding of the full range of theories, principles of human resources administration including classification and compensation, recruitment, labor relations, affirmative action, training and development, organizational development, employee benefits, workers compensation, risk management, or human resources administration; and demonstrates an ability to resolve the most difficult and complex problems associated with professional human resources work.
TECHNICAL EXPERTISE: Technology	Demonstrates basic skills in operating a computer keyboard, mouse, and peripheral devices such as printers, scanners, and duplicating machines. Demonstrates an ability to use a broad range of job-related software such as e-mail, word processing, spreadsheet, and database management applications.	Demonstrates basic skills in operating a computer keyboard, mouse, and peripheral devices such as printers, scanners, and duplicating machines. Demonstrates an ability to use a broad range of job-related software such as e-mail, word processing, spreadsheet, and database management applications.	Demonstrates skill in operating a computer keyboard, mouse, and peripheral devices such as printers, scanners, and duplicating machines. Demonstrates an understanding of technological advances in applications of assigned work area and assists in applying same.	Demonstrates an understanding of how to apply technological advances to work applications and lead others in applying same.

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PROJECT & PROGRAM MANAGEMENT, PRIORITIZATION, PLANNING, AND FINANCES	<p>Demonstrates an ability to prioritize work and be attentive to detail.</p> <p>Demonstrates an ability to gather, analyze, and organize information, conduct comparative analyses, make recommendations supported by identified facts, and present clear recommendations to management.</p>	<p>Demonstrates an ability to independently prioritize own work, be attentive to detail, and provide assistance to and coordination of the work of others.</p> <p>Demonstrates an ability to assist in the planning and management of human resources projects, negotiate and meet deadlines, define, measure and evaluate results.</p> <p>Demonstrates an ability to gather, analyze, and organize information, conduct comparative analyses, make recommendations supported by identified facts, and present clear recommendations to management.</p>	<p>Demonstrates an ability to independently prioritize own work, be attentive to detail, and provide assistance to and coordination of the work of others.</p> <p>Demonstrates an ability to plan and manage human resources projects, negotiate and meet deadlines, define, measure and evaluate results.</p> <p>Demonstrates an ability to gather, analyze, and organize complex information, conduct comparative analyses, make recommendations supported by identified facts, and present clear recommendations to management.</p>	<p>Demonstrates an ability to plan and manage human resource projects or programs; demonstrates an ability to meet deadlines, define, measure, and evaluate results, and appropriately prioritize and set deadlines for other's work.</p>

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COMMUNICATION	<p>Demonstrates an ability to follow oral and written instructions.</p> <p>Demonstrates an ability to communicate effectively in writing, speaking, and listening. Demonstrates an ability to write reports that can be easily understood by the reader.</p>	<p>Demonstrates an ability to follow oral and written instructions.</p> <p>Demonstrates an ability to effectively communicate in writing, speaking, and listening; demonstrates effective public speaking and presentation skills. Demonstrates an ability to write reports that can be easily understood by the reader.</p>	<p>Demonstrates an ability to give and follow oral and written instructions.</p> <p>Demonstrates an ability to effectively communicate in writing, speaking, and listening; demonstrates effective public speaking and presentation skills. Demonstrates an ability to write reports that can be easily understood by the reader.</p>	<p>Demonstrates an ability to know when to listen and an ability to speak, write, and present at the highest level of effectiveness with elected officials, representatives of the public and private organizations, and the general public. Demonstrates an ability to produce effective and readable reports and other correspondence.</p>
TEAM WORK, MANAGEMENT, AND LEADERSHIP	<p>Demonstrates an ability to be an effective team member by accepting assignments willingly, completing assignments within agreed upon time lines, and willingly assisting coworkers.</p>	<p>Demonstrates an ability to be an effective team member by accepting assignments willingly, and completing assignments within agreed upon time lines; demonstrates a willingness to provide help, guidance, and training to team members.</p>	<p>Demonstrates effective work group leadership ability by encouraging individual participation and creativity; is supportive of others and the group decision-making process; demonstrates an ability to effectively manage conflict; exhibits creativity in problem solving.</p>	<p>Demonstrates an ability to transfer expert knowledge to others and positively influence managers, supervisors and employees; demonstrates an ability to recognize, define, and move forward the most complex issues in a multi-jurisdictional environment; demonstrates an ability to establish a mission and vision for the organization and facilitate complex problem solving activities; demonstrates an ability to provide for and encourage the creation of a positive working environment for staff in work situations; demonstrates an ability to coach employees and manage their performance and development; exhibits creativity in problem solving.</p>

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CUSTOMER SERVICE	<p>Demonstrates an ability to assist in identifying the service needs of a diverse group of internal and external customers and effectively respond to those needs.</p> <p>Demonstrates a commitment to continuously improving customer service.</p>	<p>Demonstrates an ability to identify the service needs of a diverse group of internal and external customers and effectively respond to those needs.</p> <p>Demonstrates a commitment to continuously improving customer service.</p> <p>Demonstrates an ability to promote effective customer service through example and coordinate customer service efforts.</p>	<p>Demonstrates an ability to identify the service needs of a diverse group of internal and external customers and effectively respond to those needs.</p> <p>Demonstrates a commitment to continuously improving customer service.</p> <p>Demonstrates an ability to promote effective customer service through example and coordinate customer service efforts.</p>	<p>Demonstrates a commitment to customer service; demonstrates an understanding of services provided and sets the service standard; demonstrates an ability to identify and anticipate customer service needs and to appropriately respond to the most complex and difficult customer issues; Demonstrates an ability to coordinate complex customer requests involving individuals or groups.</p>
Requirements				
EDUCATION, CERTIFICATION, & REGISTRATION	<p>A Bachelor's Degree in Human Resources, Industrial Relations, Public Administration, Business Administration, Industrial Psychology, or a related field; or a bachelor's degree in an unrelated field and two years of experience in human resources. No substitution for a bachelor's degree.</p>	<p>A Bachelor's Degree in Human Resources, Industrial Relations, Public Administration, Business Administration, Industrial Psychology, or a related field and two years of experience as a Human Resources Specialist I or equivalent. A Master's Degree in Human Resources, Industrial Relations, Public Administration, Business Administration, Industrial Psychology, or a related field may be substituted for two years of experience as a Human Resources Consultant I or equivalent. No substitution for a bachelor's degree.</p>	<p>A Bachelor's Degree in Human Resources, Industrial Relations, Public Administration, Business Administration, Industrial Psychology, or a related field and four years of professional level human resources experience, at least two years of which must have been at the Human Resources Consultant II level or equivalent. A Master's Degree in Human Resources, Industrial Relations, Public Administration, Business Administration, Industrial Psychology, or a related field may be substituted for two years of experience. No substitution for a bachelor's degree and no substitution for two years of experience at the Human Resources Consultant II level or equivalent.</p>	<p>A Bachelor's Degree in Human Resources, Industrial Relations, Public Administration, Business Administration, Industrial Psychology, or a related field and six years of professional level human resources experience, at least six of which must have been at the Human Resources Consultant III level or equivalent. A Master's Degree in Human Resources, Industrial Relations, Public Administration, Business Administration, Industrial Psychology, or a related field may be substituted for three years of experience. No substitution for a bachelor's degree and no substitution for three years of experience at the Human Resources Consultant III level or equivalent.</p>